



May 2012

Dealer Service Instructions for:

Customer Satisfaction Notification M18 Brake Controller Wire Harness Instruction Sheet

Models

2011 (WD) Dodge Durango
(WK) Jeep® Grand Cherokee

NOTE: This notification applies only to the above vehicles equipped with the trailer tow group (sales code AHT or AHX) built from November 03, 2010 through July 01, 2011 (MDH 110311 through 070103).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The brake controller wire harness instruction sheet on about 50,500 of the above vehicles has incorrect wiring color information. This could cause confusion during the wiring of trailer components to the vehicle.

Repair

An updated brake controller wire harness instruction sheet will be mailed to all involved vehicle owners.

For vehicles in dealer inventory, a copy of the brake controller wire harness instruction sheet must be placed in the vehicle's electric brake kit plastic bag located in the glove box.

**Customer Satisfaction Notification M18
Brake Controller Wire Harness Instruction Sheet**

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Parts Information

No parts are required to perform this service procedure.

Special Tools

No special tools are required to perform this service procedure.

Service Procedure

1. Locate the electric brake kit in the vehicle's glove box (Figure 1).
2. Open the electric brake kit plastic bag, remove and discard the original brake controller wire harness instruction sheet (Figure 1).
3. Place a copy of the revised brake controller wire harness instruction sheet into the electric brake kit plastic bag.

NOTE: For a copy of the revised brake controller wire harness instruction sheet, print page four of this document.

4. Place the electric brake kit back into the glove box.



Figure 1 – Electric Brake Kit

ELECTRIC BRAKE KIT (68089300AB Rev: A)

Electric Trailer Brake Wiring Harness (Kit Part Number 68088278AB) –
This wiring harness is intended for ease of installation of an electric brake controller used on trailers.

NOTE: The mating grey electrical connector for this wiring harness is located under the vehicle's instrument panel, taped back, left of the steering column.

Circuit Function

- **Ground Circuit** – Black Wire
- **Stop Lamp Signal Feed** – White Wire (with violet stripe)
- **+ 12 Volt (30 amp max) Battery Feed** – Grey Wire (with red stripe)
- **Electric Brake Feed** – Dark Green Wire

Attention

The 12 volt (30 amp max) battery feed circuit may be used to charge the trailer battery. However, a battery isolator unit is not supplied and the trailer battery may discharge the vehicle battery when the engine is not running. The battery circuit is protected by a fuse. Refer to the vehicle Owner's Manual for type, location, and ampere rating.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by Chrysler to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	Labor Operation Number	Time Allowance
Insert Brake Controller Wire Harness Instruction Sheet in Owner's manual	08-M1-81-82	No Charge

Add the cost of the parts package plus applicable dealer allowance to your claim.

FOR UNSOLD VEHICLES: Enter "UPDATE" in the part number section of your claim with a quantity of one (1). Enter \$5.00 WITH NO MARK-UP for Brake Controller Wire Harness Instruction Sheet update handling reimbursement.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified by mail. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
Chrysler Group LLC



**CUSTOMER SATISFACTION NOTIFICATION M18
BRAKE CONTROLLER WIRE HARNESS INSTRUCTION SHEET**

Dear: (Name)

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some **2011 model year Dodge Durango and Jeep® Grand Cherokee vehicles equipped with the trailer tow group.**

Recommended Service: **The brake controller wire harness instruction sheet for your vehicle (VIN: xxxxxxxxxxxxxxxxx) has incorrect wiring color information. This could cause confusion during the wiring of trailer components to the vehicle.**

What you should do: A revised brake controller wiring harness instruction sheet enclosed with this letter corrects the wire color information. **Please place the brake controller wire harness instruction sheet in your vehicle's electric brake kit located in the glove box for future reference by you or future owners.**

If you need help: Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. You may also update this information on the web at
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We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code M18

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